

DETAILED ACTION

Allowable Subject Matter

1. Claims 14-33 are allowed.
2. The following is an examiner's statement of reasons for allowance:

Applicant invention is drawn to method and system provides for the control and/or monitoring of terminals which are connected to a communication system and have at least one function which can be controlled and/or monitored, in which case an application which is installed on the PC sends a first message with the telephone number of a terminal which is to be controlled and/or to be monitored by it to a telephony server. The telephony server transmits this telephone number to the communication system, and, in a response, the communication system transmits terminal information which describes which of the functions of the terminal associated with this telephone number can be controlled and/or can be monitored. The telephony server has a databank with data records which describe terminals which can be controlled and/or monitored, and has at least one existing data record which can be added to, which contains an identification number for one of the terminals and which can have added to it the telephone number and the information received from the communication system for this terminal. The telephony server produces a further data record which can be added to with a further identification number, in which case the telephony server transmits the telephone number and the terminal information to the PC with the application from the data record which has been added to, so that the terminal can be controlled and/or monitored by the PC with the application. The provision of a data record which can be added to (a neutral data record) in the databank of the telephony server allows applications to also control and/or monitor those terminals which are not represented by a

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"TAPI line" in the databank. Apart from a data record which can be added to, the databank just has to store data records for those terminals which are actually controlled and/or monitored by one or more applications. There is thus no need for "precautional" registration of a large number of terminals or of all of the terminals in the databank which it is believed cannot yet be controlled and/or monitored at the time of configuration of the databank. The CTI arrangement is thus self-administrating, because a user need not carry out any (manual) actions on the databank in order to control and/or to monitor a terminal which has not yet been registered in the telephony server.

Prior art of record failed to teach or fairly suggest in combination the system and method for controlling and/or monitoring a first terminal connected to a communication system, the first terminal having at least one function which can be controlled and/or monitored as described in at least independent claims 14 and 29.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

3. Any response to this action should be mailed to:

Mail Stop ____ (explanation, e.g., Amendment or After-final, etc.)
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Facsimile responses should be faxed to:

(571) 273-8300

Hand-delivered responses should be brought to:
Customer Service Window

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Randolph Building
401 Dulany Street
Alexandria, VA 22314

Any inquiry concerning this communication or earlier communications from the examiner should be directed to **Quoc Tran** whose telephone number is **(571) 272-7511**. The examiner can normally be reached on Monday-Friday from 8:00 to 4:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, **Curtis Kuntz**, can be reached on **(571) 272-7499**.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the **Technology Center 2600** whose telephone number is **(571) 272-2600**.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

/Quoc D Tran/
Primary Examiner, Art Unit 2614
April 15, 2008